



canso
civil air navigation services organisation

CANSO Guidelines on Just Culture

Prepared By CANSO Safety Team

Presented By:

Hamad Alaufi

Director Middle East Affairs

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Just Culture

CANSO Guidelines on Just Culture presented on CANSO ATM Operations Conference with the purpose of maintain and where possible improve safety.

Just Culture guidelines Document was presented by CANSO in Global ATM Conference in Madrid in March 2105.



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CANSO the Civil Air Navigation Services Organization number one priority is safety. Therefore CANSO adopted and developed guidance material to its members regarding compliance with existing or proposed regulations and industry best practices.

Just Culture

To improve its Members' safety performance, risk identification and SMS implementation, CANSO has produced the Standard of Excellence in SMSs (available to all ANSPs), as well as the SMS Implementation Guide (available to CANSO Members only), designed to aid ANSPs in SMS implementation and maturity.



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Both the Standard and the SMS Implementation Guide have been recently updated so as to be fully aligned with ICAO Annex 19, Safety Management. Could include that this the guidance material was developed by CANSOs Safety Standing Committee which combines the safety expertise of CANSOs global members.



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Just Culture

Just Culture is a culture in which front line operators and others are not punished for actions, omissions or decisions taken by them that are commensurate with their experience and training, but where gross negligence, willful violations and destructive acts are not tolerated.

A just culture is both attitudinal as well as structural, relating to individuals and organizations.



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Just Culture

To Achieve Just Culture, CANSO recognized staff safety report as one of the most valuable sources of information for learning safety lessons. Therefore, in order to receive as many reports as possible, organizations must foster a culture in which staff feel secure that the organization will treat them justly and fairly when they do report. The document therefore provides guidelines on fostering a Just Culture in organizations.

Just Culture

Just culture one of the top management responsibilities, by ensuring the availability of:

- The appropriate regulations and legal framework (The non-punitive approach is crucial)
- An organizational environment (transparency, trust, etc.) that fosters and permits establishing just culture
- Development of the related Procedures
- Middle Management fulfillment ; and
- Continuous monitoring.

Just Culture

➤ **Safety Culture Definition and Enhancement Process Document**

➤ <https://www.canso.org/safety-culture-definition-and-enhancement-process>

➤ **CANSO Web Site:**

➤ www.canso.org

➤ www.canso.org/middleeast



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Thank you!



CANSO Headquarters
Transpolis Schiphol Airport
Polaris Avenue 85e
2132 JH Hoofddorp
the Netherlands

tel: +31 (0)23 568 5380
fax: +31 (0)23 568 5389
email: info@canso.org